

**657—18.10(155A) Policy and procedures.**

**18.10(1) *Manual maintained.*** A policy and procedure manual relating to centralized filling or centralized processing activities shall be maintained at all pharmacies involved in centralized filling or centralized processing and shall be available for inspection and copying by the board or an agent of the board.

**18.10(2) *Manual contents.*** The manual shall:

- a.* Outline the responsibilities of each of the pharmacies;
- b.* Include a list of the names, addresses, telephone numbers, and all license and registration numbers of the pharmacies involved in centralized filling or centralized processing;
- c.* Include evidence that all licenses and registrations have been verified to be current and in good standing, identifying the individual verifying license and registration status and the method used to verify status; and
- d.* Include, but not necessarily be limited to, policies and procedures for:
  - (1) Protecting the confidentiality and integrity of patient information;
  - (2) Protecting each patient's freedom of choice of pharmacy services;
  - (3) Maintaining appropriate records to identify the name, the initials or unique identification code, and the specific activities of each pharmacist or pharmacy technician who performed any centralized filling or centralized processing function;
  - (4) Complying with federal and state laws, rules, and regulations;
  - (5) Operating a continuous quality improvement program for pharmacy services designed to objectively and systematically monitor and evaluate the quality and appropriateness of patient care, pursue opportunities to improve patient care, and resolve identified problems; and
  - (6) Reviewing, at least annually, the written policies and procedures and documenting that review.